

KRAGUJEVAC, SERBIA

CASE STUDY

E -Governance - City of Kragujevac

One of the key objectives of the recently adopted Strategic Development Plan of the City of Kragujevac is providing the services to the citizens harmonized with international standards.

The City's **web site** provides the basic data of the City (geographical position, history, culture, art) and offers the possibility of accessing the information and receiving the documents. Citizens have possibility to contact the senior city officials by e-mailing to them, additionally they can make questions, present the problem they are faced with, present their opinion on the topic of their interest related to the work of the local authorities.

In order to assist the citizens in the field of service provision the site also has an option of the "**virtual registrar**". By opening the link one can have the information like: costs of services, obligations of the service user, contact phones and links for the formats for requests submission for issuing certain documents. It is also possible to order the extracts of the registers of births, marriages, deaths in Serbian language or international extracts. Opening certain page of the Extracts the citizens look for the format appears that must be filled in with personal data as well as the address of the placer of the order. After the data have been validated, the mail is generated and sent to the registrar who processes the data and sent the extract by post to the placer. The costs of document issued and postal taxes are charged from the placer at the delivery. The link is at the moment created that will also allow the citizens to have the insight into the current state of the document processing they are waiting for according to the number of submitted requests.

GIS application should provide the mechanisms that will make more successful the process of data input, data processing and the process of generation of output. The project should provide faster and more professional information for the citizens, investors, the acceleration of the procedures, the adequate, more effective charging of taxes and tributes, the improvement of exchange of information between the organs, the better administration, better government of the land, the acceleration of the process of legalization.

Until now the following is done:

- installed orthophoto plan for the territory of the city of Kragujevac from year 2002 (black and white) and 2005 (color) for the city territory
- up-to-date list of streets
- charted map of the streets for the territory of the city in the digital form (near 1700 streets)
- georeferencing of the scanned plans of cadastral has been done, 930 plans, all deformations have been fixed and it is installed at the server
- the georeferencing of annexes of superficies destination and the regulation for the valid plans in the coordinate system of state has begun
- charted dwg map of the statistic and registration circles for the needs of the analyses
- map 1:25000 of the whole territory of the city has been done in dwg format
- the map of travel network on the territory of the whole city has been done

Also, the connection of the City Assembly with the law connections with the Direction for town planning and 4 public utilities (water supply, heating, solid waste management, greenfield arrangements) has been done.

It has been planned the digitalisation of the delivery lines of the underground installations for which we have received the donation from EAR.

The City Administration for Economy and Finances, together with 9 municipalities on the territory of Serbia, has received the software for following the credits in "MEGA" project.

One of the most important Projects that are to be implemented is the Program "Constructing License" (PCL). This program, as one of the modules of the GIS, is implemented through; insight into spatial and urban plans; annual programs of the public companies and City Funds as well as General information for the citizens. The general information will be available to the citizens related to their rights and services provision relevant to the procedures in question. The main focus is on the Informatics Technology Use with an aim to provide services to the citizens in their homes by Internet, including form filling in and placing orders for certain documents issuance. Such "Virtual" office will simplify the procedure and information issuance to the population that live in both urban and rural areas.

Program "Constructing License" is envisaged for the faster and simple service provision to the investors in the procedure of construction license obtaining. Project functioning opens the possibility for data base creation that is very precious for the planners, urban experts, utilities officials as well as in the field of planning, decision making, evaluation of the site.

The principle of the free- non binding access to the group / office is achieved; in order to make the program functional even in the case if some of the stakeholders in the procedure of processing the license fails to do it or has condition to or capacity to participate in the program.

The program is based on the principle "one client-one service provider". It is important that the clerk in the office that receives the client and processes the input data monitors the process and is in contact with the client throughout procedure. The informing of the client on the procedure is also possible by Internet.

The Program also contains in a special part the price list for services from the procedures of licenses issuance as well as preparatory documents to be paid to different institutions including in the procedure.

Program contains the module for archiving the processed documents as well as the document that for some reasons have not satisfied the criteria for being taken into processing procedure with the possibility for searching according other criteria (investor's name, land lot number, address, time of processing, type of building, etc)

Functioning of the system permanently creates data base formation of utmost importance that is useful to the urban planners, utility experts, local authorities in the field of planning, decision making, site evaluation. Looking in the long run it assumes creation of permanent database with all interventions made in the environment. These data automatically can be used for the GIS needs as a feed back information of the planning course of activity and its implementation. In the near future complete planning, designing and plans realization will be archived in electronic format at one place within unique integral system. On the base of such concept of planning and plans implementation and other information crucial for the City functioning experts systems are established at the community level for the needs of planning, management, decision making, important for community development.

Pursuant to the valid regulations, and in cases of legalization of illegally erected buildings the procedure is very simple: the procedure is defined for issuing the license post construction along with the license to use the constructed premises. Technology is the same as in the regular procedure for issuing the permissions for construction with an exception of the fact that interventions are less in the program for creation of input and output documents.